Measurement Areas

- Product Quality
- Schedule and Progress
- Contractor Performance
- Funding and Personnel Resources
- Growth and Stability

Product Quality

1. Track Deficiency Report (DR Status) by DR number an

Goal: Reduce the average response time to close DRs by
for FY01

Purpose: To improve contractor responsiveness to the IM

Source: REMEDY System/PMO

Frequency: Status to be reported monthly

Product Quality (cont)

2. Track the completeness of the Exhibit X-B report

Goal: Improve the completeness of the Exhibit X-B by 5
for FY01

Purpose: To encourage IMACS users to utilize and rely o
IMACS generated Production Report data

Source: IMACS/Service Leads

Frequency: Status to be reported quarterly

Ideas for Data Collection

Measurement Criteria: Query for each instance of a DMIS
(funded/unfunded)

Contributors/Reasons for incompleteness (circle all that apply):

1 - missing Transaction (shipment/receipt data)
2 - missing Balance data
3 - missing Production data
4 - missing funding document data
5 - missing control number data
6 - missing requirements data
7 - missing Agent/Principal concurrence
8 - mismatches not being corrected and posted

Product Quality (cont)

3. Track all Mismatches by age, duration of time awai
correction

Goal: Improve the completeness of the Exhibit X-B fo

Purpose: To monitor the degree to which the IMACS u
correcting mismatches thus improving the completen
IMACS generated Production Report data

Source: IMACS

Frequency: Status to be reported quarterly by Service
mismatch codes

Schedule and Progress

1. Track the timeliness of contractor deliverables of sy
   enhancements and upgrades

Goal: Deliver more capability to IMACS users

Purpose: To monitor the contractors' ability to deliver f
to the inter-service

Source: Contractor and PMO

Frequency: Monthly

Support Contractor Performance

1. Track the IMACS users overall satisfaction with the
   contractors (includes DISA, TRW, MITRE, LOGICON

Goal: Improve services to IMACS customers

Purpose: To monitor the IMACS support contractor abi
responsive to IMACS user needs

Source: PMO and Service Leads

Frequency: Semi-annually (inputs due at CMT meeting

Funding and Personnel Resources

1. Monitor resource allocation, commitment, and obliga
   funding)

Goal: Execute delivery of customer functionality in a ti
manner within budget allocation

Purpose: To allocate resources (i.e., funding) by Service
Service; allocation of contractor resources to deliverabl
Funds expenditures.

Source: Service Leads, PMO, Contractors, and GSA

Frequency: Quarterly

Growth and Stability

2. Monitor DMISA load status

Goal: Ensure the DMISA are loaded into IMACS by 1 C
of the time.

Purpose: To track the DMISA load statue into IMACS

Source: Service Leads

Frequency: Monthly

Growth and Stability (cont)

2. Interface data feed status

Goal: Improve the timeliness of getting IMACS interfac
functioning in accordance with IMACS users requireme

Purpose: To track the migration of interface data
a into IMACS for each of the required IMACS interface

Source: PMO and Service Leads

Frequency: Monthly